

COMPLAINT INVESTIGATION SUMMARY REPORT

Center ID: 04JOY0001

Complaint Number: 1200

Name of Center Joyful Sounds	
Street 260 White Horse Avenue	
City, State, Zip Clementon, NJ 08021	
Director/Sponsor Teresa Jordon	
County Camden	Telephone (856) 627-7800

Name of Sponsor/Board President Teresa Jordon	
Street	
City, State, Zip	
Approval: X Regular Temporary Valid Until: 12/9/17	
Date Allegation Received 12/23/16	Date Investigation Conducted 1/4/17

ALLEGATIONS	FINDINGS	RESULTS	
1. Unsanitary conditions: There is a ceiling leak by the entrance of the infant room and the changing table, causing brown water to seep into the carpet there is an odor of mildew, the diaper changing pad is covered with a blanket and is not cleaned and sanitized as required and the children's bedding is not stored individually and is stored in one bin.	1. At the time of the investigation, sanitary conditions were maintained in most areas of the center. There was no evidence of any ceiling leaks or mildew odors and all children's bedding was stored in individual bags in each child's bin. However, interviews with the director and staff confirmed that there was a ceiling leak by the entrance of the infant room, wherein the carpet was affected by the water intrusion and an odor of mildew was present at the time of the leak. The center took immediate corrective action to repair the leak and carpet. Additionally, further observation and interviews revealed that at times during diaper changes a blanket is placed under the head of the child on the changing table. The center needs to ensure that sanitary conditions are maintained at all times, including that the diapering surfaces are non-absorbent and are cleaned and sanitized after each use as required.	Complaint <u>Substantiated</u> X	Complaint <u>Unsubstantiated</u>
2. Inadequate staff/child ratios: Throughout the day there is one staff with seven to eight infants.	2. At the time of the investigation, adequate staff/child ratios were maintained in all classrooms. Interviews with the director and staff indicated that adequate staff/child ratios are maintained at all times including in the infant room. A review of staff and children's attendance sheets revealed that adequate staff/child ratios are maintained at all times. As a result of observation, interview and documentation this allegation could not be substantiated.		X
3. Inappropriate staff action: During an altercation, two named staff argued and cursed in front of the children.	3. At the time of the investigation, appropriate staff actions were observed throughout the center. However, interviews with the director confirmed that the incident did occur wherein she had an argument with a former staff in the presence of the children. The center needs to ensure that the staff actions are appropriate at all times.	X	

State of New Jersey, Department of Children and Families, Office of Licensing/Child Care and Youth Residential Licensing

Observation at the center revealed that the center:

Is free of imminent hazards/risk of harm ☒ yes ___ no

Meets staff/child ratio requirements ☒ yes ___ no

Has adequate supervision ☒ yes ___ no

Is operating within licensed capacity ☒ yes ___ no

As a result of this inspection, 5 violations applicable to the allegations were cited, and 8 additional violations were cited.

LaTasha Phoenix, Child Care Quality Assurance Inspector 2